

54.313(a)(2)

ETCs are required to submit detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e)

Company Response:

No outages in 2011 that meet criteria.

54.313(a)(3)

ETCs are required to report the number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers.

Company Response

No requests for service were unfulfilled.

54.313(a)(4)

ETCs are required to report the number of complaints per 1,000 connections in the prior calendar year.

Company Response

Springport Telephone Company received zero complaints per 1,000 connections in the prior calendar year.

54.313(a)(5)

ETCs are required to certify that it is complying with applicable service quality standards and consumer protection rules.

Company Response

Springport Telephone Company certifies that it is complying with applicable service quality standards and consumer protection rules.